NORTH Network

# USER MANUAL

## FOR THE

## ADCOM iDOC Telemedicine Cart

## (iDOC = Interactive Doctor on Call)

**ATTENTION: The original assembly of the iDOC cart meets CSA medical approval. If you plug additional items into the integrated power supply, the CSA approval will be void.**

**If you require assistance, please contact the NORTH Network Support Centre at 1-866-480-2255 or support@northnetwork.com**

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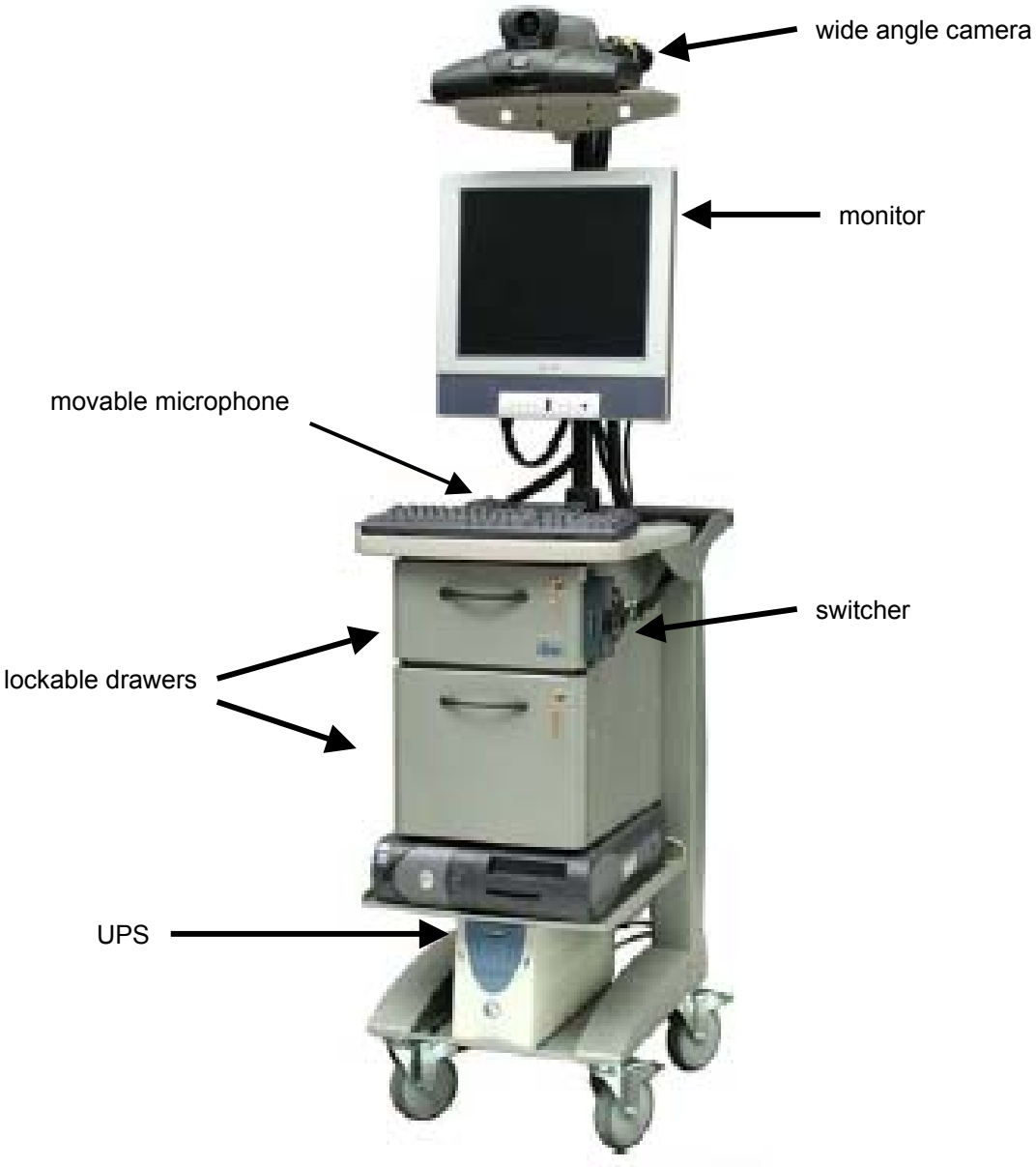

wide angle camera
monitor
movable microphone
switcher
lockable drawers
UPS

## Using The Remote Control

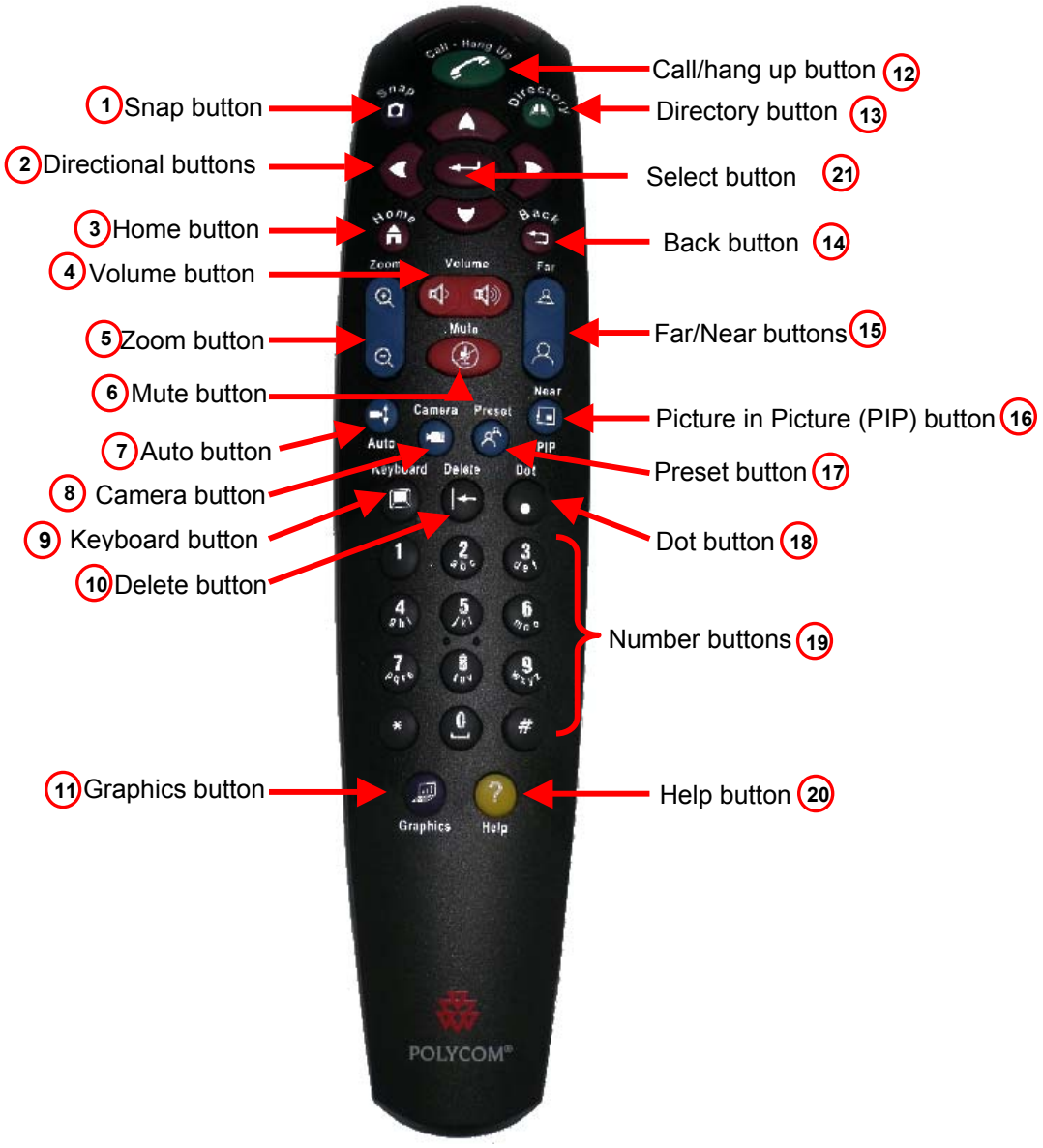
The remote control works very much like a television remote control. The remote control is used to move the camera right and left (pan), up and down (tilt), zoom in and out, adjust the volume and make video calls.

There are two sensors located on the back of the remote control. When you place the remote control down on the table, the image that you see on your monitor may change. To keep the image the same, lay the remote control on its side when not in use.

The word **Far** refers to the site(s) that you are connecting to over the iDOC. This is commonly called the “Remote Site.”

The word **Near** refers to the site at which you’re located. This is also commonly called the “Local Site.”

## REMOTE CONTROL



## The Remote Control Buttons Explained

**1 Snap Button**
The snap button allows you to preview and send still images to the far site.

**2 Directional Buttons**
The directional buttons allow you to adjust the camera and navigate through menus.

**3 Home Button**
The home button returns you to the main (home) screen.

**4 Volume Button**
The volume button allows you to increase or decrease the sound you hear from the far sites.

**5 Zoom Button**
The zoom button allows you to zoom the camera image in or out.

**6 Mute Button**
The mute button mutes the sound you're sending to the far sites.

**7 Auto Button**
The auto button turns automatic camera tracking on or off.

**8 Camera Button**
The camera button allows you to select a camera or other video source.

**9 Keyboard Button**
The keyboard button allows you to display the on-screen keyboard for text input.

**10 Delete Button**
The delete button allows you to delete letters or numbers when entering text.

**11 Graphics Button**
The graphics button starts and stops sending content to far sites when using the Visual Concert FX device; select PowerPoint presentations.

**12 Call/Hang Up Button**
The call/hang up button allows you to place or end a call.

**13 Directory Button**
The directory button opens the address book to make a call or work with an entry.

**14 Back Button**
The back button returns you to the previous screen.

**15 Far/Near Button**
The far/near button allows you to toggle between controlling the near-site and far-site cameras.

**16 Picture-in-Picture (PIP) Button**
This button allows you to show or hide the Picture-in-Picture (PIP).

**17 Preset Button**
The preset button allows you to store camera positions (when followed by a number) or delete all stored camera positions.

**18 Dot Button**
The dot button allows you to manually enter a period in an IP address.

**19 Number Buttons**
The number buttons allow you to enter in numbers or move the camera to a stored preset.

**20 Help Button**
The help button allows you to access online help; access the Network Status screen if you are in a call.

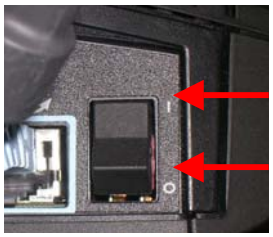
**21 Select Button**
Use the directional buttons to locate what you want to do then press the select button to choose it.

## Turning the iDOC System ON & OFF

To operate the iDOC system you have to turn both the camera and LCD monitor ON.

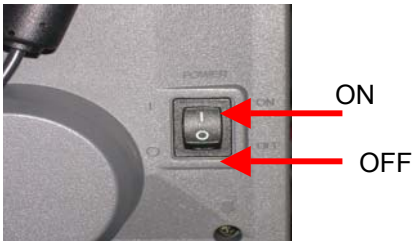
### CAMERA ON/OFF

1. Locate the I/O switch at the back of the camera on the right hand side.
2. Position the switch to I to turn the camera ON and O to turn the camera OFF.




### LCD MONITOR ON/OFF

1. Locate the I/O switch at the back of the monitor on the bottom right hand corner.
2. Position the switch to I to turn the monitor ON and O to turn the monitor OFF.




You may also need to press the power button on the front of the monitor.

The system requires approximately 1 minute to completely turn ON. During this time, the camera will move through its testing sequence. When the system has completely turned ON, the main menu screen will appear on the monitor.

To ensure that the unit has been connected properly to the network, a green “up arrow” for each network connection will appear on the screen.

*Note: If any of the network connections have not been made, a red “down arrow” will appear. Once all network connections have been made, the network information will disappear from the screen and the system will be ready for use.*

## Placing a Video Call

*The NORTH Network technical team will enter the IP addresses for all NORTH Network sites into your address book when your site is up and running. They will also make address changes and updates as necessary.*

### Placing a Call from the Address Book

1) Using the red **DIRECTIONAL** buttons, scroll to **Address Book** on the **Main Menu** and press the **SELECT** button. Alternatively, you can press the **DIRECTORY** button on the remote control, and that will bring you right to the address screen.

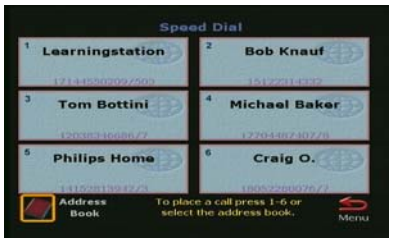
Address Book

Speed Dial

2) The **Address Book** screen appears. Scroll to the site you want to call and press the green **CALL/HANG-UP** button on the remote control.

3) The far site will appear on your monitor within 75 seconds.

Alternatively, you can scroll to **Speed Dial** on the **Main Menu** and press **SELECT** button. The 6 most recent video calls made will appear in the **Speed Dial list**.




If the site you want to call appears as 1 of the 6 entries in the **Speed Dial List**, scroll to that site and press the green **CALL/HANG-UP** button on the remote control. The far site will appear on your monitor within 75 seconds.

If the site you want to call does *not* appear as 1 of the 6 entries in the **Speed Dial List**, scroll and select the **ADDRESS BOOK** found in the bottom left hand corner of the screen.

As the system tries to make a connection, both the near and far sites hear the systems ring. The ring is similar to that of a telephone. A green lottery ball in the bottom left hand corner of the screen will confirm the connection.

### Ending a Video Call

1) Press the green **CALL/HANG-UP** button on the remote control;

2) The **DISCONNECT VIDEO CALL** window should be highlighted. If so, press the **CALL/HANG-UP** button a second time.

3) If the **DISCONNECT VIDEO CALL** window is not highlighted, use the red **DIRECTIONAL** buttons to scroll to highlight **DISCONNECT VIDEO CALL** and press the **SELECT** button or the **CALL/HANG-UP** button on the remote control.

## Volume Control

To increase or decrease the volume, use the **VOLUME** button on the remote control under the **DIRECTIONAL** buttons.

To mute the sound that you are transmitting, click the **MUTE** button on the remote below the **VOLUME** button.

Alternatively, you can press the mute button on the microphone. When the button is red, you are muted.

Mute button turns red when the system is muted.

## Camera Controls

You can control both your camera (Near End) and the camera at the Far End.

### Near End Camera

To adjust your camera, press the **NEAR** button on the remote control once.

- The camera icon found in the top right hand corner of the television monitor will point towards you.

- If the camera is already facing you, pressing the **NEAR** button temporarily displays other icons.

### Far End Camera

To control the far end camera, press the **FAR** button on the remote control once.

- The camera icon in the top right hand corner of the monitor will point away from you.
- If the camera icon is already pointing away from you, pressing the **FAR** button temporarily displays other icons.

*Note: You can only have Far End Camera control if the Far End site allows you to.*

**Pan and Tilt**

To move the camera to the left, right, up and down, use the red **DIRECTIONAL** buttons on the remote control.

**Zoom**

To zoom in or out, press the **ZOOM** buttons found below the red arrow keys.

Press the button to get a close up of an image.

Press the button to get a far away view of an image.

**Camera Presets - Storing**

It is suggested that all camera presets be done before starting a videoconference. A total of 10 presets are available.

**YOUR CAMERA:**

The camera icon in the top right corner should be pointing towards you. If not, press the **NEAR** button.

Frame the individual(s) or objects using the **ZOOM** button and **DIRECTIONAL** buttons.

**FAR END CAMERA:**

The camera icon in the top right corner should be pointing *away* from you. If not, press the **FAR** button.

Frame the individual(s) or objects using the **ZOOM** button and **DIRECTIONAL** buttons.

To set your presets, use the following steps:

1. Press the **PRESET** button on the remote.

2. Press the number that you want to assign the preset set to.
3. The screen will display a message saying, "Preset no. stored" (where no. is the number you assigned).
4. Test your preset by moving your camera to a different view, then press the number you assigned to the preset. The camera should move to the pre-programmed position.

*Note: If you physically move the iDOC system, the presets may need to be reset.*

**Camera Presets – Accessing**

**YOUR CAMERA:**

The camera icon must be facing you. Select numbers 0-9 on the remote control. The camera will automatically move to the pre-programmed position.

**FAR END CAMERA**:

The camera icon must be pointing away from you. The camera will automatically move to the pre-programmed position.

**Camera Presets - Deleting**

Camera presets will remain until they are either changed or deleted.

1. Press the **PRESET** button on your remote.
2. Press the # (number sign) on your remote.


The camera preset is deleted. You cannot delete presets one at a time; you can only delete them all at once.

**Snapshots**

**TAKING/SENDING A SNAPSHOT IMAGE**

1) Obtain the image that you want to take as a snapshot. You can take snapshots from the main camera image or from any peripheral device.

*2)* Press the **SNAP** button **once** on the remote control. The Near End image will come up on the screen.

3) Adjust the camera's position by using the **DIRECTIONAL** buttons and the **ZOOM** button.

4) Once you are ready to take the snapshot, press the **SNAP** button again and the snapshot will be sent.

5) To go back to the live video, press the **NEAR** button on the remote control.

**RECEIVING SNAPSHOTS**

When you receive a snapshot, it will appear in the main window. To go back to live video, press the **NEAR** button on the remote control.

**What You Will See If You Have:**

**1 MONITOR-** The snapshot image appears in the main window.

**2 MONITORS**- The snapshot image appears in the preview monitor.

## Picture-in-Picture (PIP)

During a call on a single-monitor system, the PIP displays the camera view at the Near End This helps you to adjust your own image if you need to.

During a call on a single-monitor system, if a site shows content, such as a slideshow presentation, the content appears in the main part of the screen and the PIP changes to show the people at the Far End.

During a call on a dual-monitor system, if a site shows content, one of the monitors shows the content, the other monitor shows the camera view at the Far End, and the PIP shows the camera view at the Near End.

**TO TURN THE PIP ON OR OFF DURING A VIDEO CALL**

Your system should be configured so that the PIP appears whenever you are in a video call.

- When the PIP is showing, press the **PIP** button to turn it OFF.
- If the PIP is not showing, press the **PIP** button to turn it ON.

If you hold the remote in your hand while you turn the PIP off, then place the remote down on a table surface, the PIP reappears. Simply press the **PIP** button again while the remote is on the table surface and it should disappear….or lay the remote down on its side.

**TO SWAP THE VIEWS SHOWN IN THE PIP AND THE MAIN SCREEN**

1. If the PIP is not showing, press the PIP button to turn it on.
2. Press the **CAMERA** button.

3. Select the Swap PIP icon.

Repeat the above steps to return the views back to the original setting

## Using Headphones

***(To be determined)***

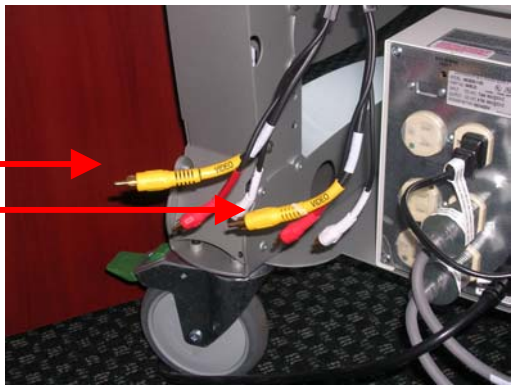
## VCR

The videocassette recorder (VCR) can be used to play a tape as well as to record a Telehealth session.

### CONNECTING THE VCR

To setup the VCR to either play a tape or record a session:

1. Locate the yellow VCR cables at the back of the iDOC system.
2. Insert the cables labeled RECORD into the Line In of the VCR.
3. Insert the cables labeled PLAY into the Line Out of the VCR.



### RECORD A TELEHEALTH SESSION

Complete the following steps to record a Telehealth session:

1. Turn the VCR ON.
2. Insert the tape into the VCR.
3. Press the input selector button until it displays LINE 1.
4. Press the **RECORD** button on the VCR.

*Note: You will be recording whatever you have on your monitor. The tape will also record the sounds from both the far end site and near end site.*

### PLAY A TAPE DURING A TELEHEALTH SESSION

1. Turn the VCR ON.
2. Insert the tape into the VCR.

3. Select Line 1 or Line 2 on VCR input selector (depending on where the cables are connected. Generally when you connect your VCR cables to the back of the VCR, you are using Line 1. Some VCRs have secondary connections in the front. When you plug the VCR connections in the front, you are generally using Line 2).

4. Press the **NEAR** button once on the remote control. Using the **DIRECTIONAL** button, scroll to the VCR icon and press the **SELECT** button.

5. Press PLAY on the VCR.

The image from the VCR will now appear on the monitor at the Far End site.

**What You Will See If You Have:**

**1 MONITOR-** The Far End image will take up most of your screen and you will see the image from the VCR in the bottom right hand corner of the monitor (PIP).

**2 MONITORS-** You will see the Far End image on one monitor and the image from the VCR on the other.

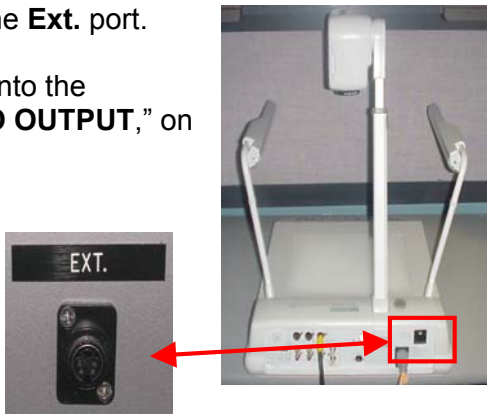
## Document Camera

### CONNECTING THE DOCUMENT CAMERA:

1. On the back left hand side of the iDOC, you will find an S-Video connection labeled **Ext.**

2. Connect one end of the S-Video cable into the **Ext.** port.

3. Connect the other end of the S-Video cable into the "Document Camera" input labeled, "**S-VIDEO OUTPUT**," on the back of the Document Camera.




### ACCESSING THE DOCUMENT CAMERA

1. Turn the document camera ON.

2. Press **CAMERA** button on the remote control. Using the **DIRECTIONAL** buttons, scroll to the document camera icon and press the **SELECT** button.

3. Press the button that corresponds with the "Ext." label on the right side of the iDOC system switcher. The Far End can now see what's on your document camera.

Press this button to view the document camera

**What You Will See If You Have:**

**1 MONITOR-** The Far End image will take up most of your screen and you will see the image from the Document Camera in the bottom right hand corner of the monitor (PIP).

**2 MONITORS-** You will see the Far End image on one monitor and the image from the document camera on the other.

## Patient Camera

**ACCESSING THE PATIENT CAMERA**

1) Turn the patient camera ON.

2) Press the **CAMERA** button on the remote control. Using the **DIRECTIONAL** buttons, scroll to the document camera icon and press the **SELECT** button on the remote control.

*Note: Although the icon represents a document camera, it will allow you to access all peripherals.*

3) Press the switcher button that corresponds with the "Gen. Exam Cam" label. The Far Site can now see the image shown by the patient camera.

**What you will see if you have:**

**1 MONITOR-** The far end image will take up most of your screen and you will see the image from the patient exam camera in the bottom right hand corner of the monitor (PIP).

**2 MONITORS-** You will see the Far End image on one monitor and the image from the patient exam camera on the other.

## ENT Scope

### ACCESSING THE ENT SCOPE

1) Turn the ENT scope ON.

2) Press the **CAMERA** button on the remote control. Using the **DIRECTIONAL** button, scroll to the document camera icon and press the **SELECT** button.

3) Press the button that corresponds to the "ENT" label. The Far End can now see the image shown by the scope.

Press this button to view the ENT scope

**What you will see if you have:**

**1 MONITOR-** The Far End image will take up most of your screen and you will see the image from the ENT scope in the bottom right hand corner of the monitor (PIP).

**2 MONITORS-** You will see the Far end image on one monitor and the image from the ENT scope on the other.

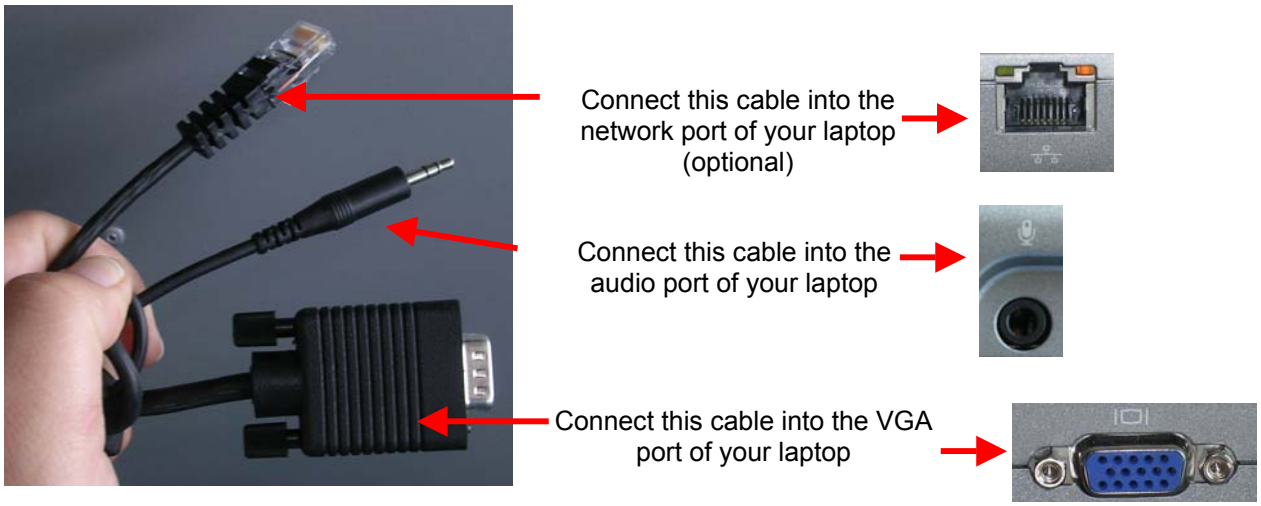
## Laptop

### CONNECTING AND ACCESSING THE LAPTOP

You can connect your laptop to the iDOC system using a new device called **Visual Concert**. This device allows you to broadcast what is on your laptop to all participants in the Telehealth session. Use the following steps to do this:

1. Turn the laptop ON.
2. Open the files you want to broadcast from your laptop.
3. Locate the Visual Concert on the bottom shelf of the iDOC.

4. Locate the cables coming out of the Visual Concert and connect the cables to the appropriate spot on your laptop.


Connect this cable into the network port of your laptop (optional)
Connect this cable into the audio port of your laptop
Connect this cable into the VGA port of your laptop

5. Press the **PLAY** button on the Visual Concert.

**What You Will See If You Have:**

**1 MONITOR-** The image from the laptop will take up most of your screen and you will see the Far End image in the bottom right hand corner of the monitor (PIP).

**2 MONITORS-** You will see the Far End image on one monitor and the laptop image on the other.

6. When you want to stop broadcasting your content, press the **STOP** button on the Visual Concert.

## RETURNING TO THE MAIN CAMERA

1. Make sure the iDOC system is in '*near mode*,' then press the **CAMERA** button once.

2. Some icons will appear at the bottom of the monitor.

3. Use the red **DIRECTIONAL** buttons on the remote control to select the main camera icon

## Using a Projector

You can use a projector to show your content on a large screen.

### SETTING UP YOUR PROJECTOR TO SHARE CONTENT WITH A LARGE AUDIENCE

1. You must first remove the yellow video cable from the main video source at the back of the camera. This is located on the right hand side at the back of the camera.

2. The back of the camera will look like the following.

3. You now need to have a video cable that is the appropriate length.

4. Plug this end of the cable into the back of the camera.

5. Now plug the other end of the video cable into the Video In input 1 of your projector.

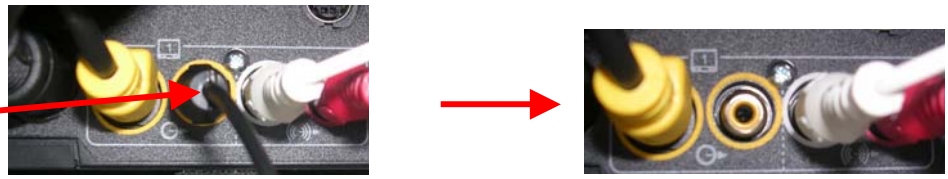
*Note: Your projector may look different from this. If it does, consult your documentation for your projector to find the Video In input for your projector.*

6. Turn the projector ON.
7. Make sure the projector is set to project from Video Source 1.
8. You may need to focus your picture.

## DISMANTLING YOUR PROJECTOR AND PLUGGING THE CABLES BACK IN TO THE CAMERA

1. Unplug the cable that goes from the projector to the back of the camera.

Unplug this cable.



2. Plug the yellow cable back into this empty spot.

## SmartSteth

1. Turn your computer ON.
2. Push **AUX** on the switcher.

Press this button to view the computer desktop.

3. Press the **CAMERA** button on the remote control, and choose the second video source (document camera).
4. Log on to your computer.
5. Two icons will appear on your monitor.

6. Follow instructions on your SmartSteth Quick Reference Guides to begin the software and to share heart and lung sounds.

**What You Will See If You Have:**

**1 MONITOR-**The image from the SmartSteth will take up most of your screen and you will see the Far End image in the bottom right hand corner of the monitor (PIP).

**2 MONITORS-** You will see the Far End image on one monitor and the laptop image on the other.

## CHAPTER 3 – TROUBLESHOOTING

| PROBLEM | POTENTIAL SOLUTION |
|---|---|
| Monitors are black. | The system may be in standby mode. Pick up the touch sensitive remote control. The Main Menu screen should appear on the main monitor.<br><br>The monitors may be turned off. Locate the POWER button(s) on the monitor(s) and turn it (them) on. |
| Remote control and the monitor(s) both appear to be without power. | Locate the power switches on both the codec and monitor (refer to the section in Chapter 1: Turning the iDoc system on and off).<br><br>The system must go through a start up process. This takes just a moment.<br><br>The system is ready to make and/or receive calls once the IP indicators on the Main Menu turn green. Should one or more of the indicators remain red, turn the iDoc system off. Wait approximately ten (10) seconds before turning the system on again. |
| You cannot see the other sites. | Ask the site that cannot be seen to send their image from their main camera;<br><br>Press the NEAR button on the remote control so that the visual icons appear at the bottom of the main monitor.<br><br>Use the left arrow key on the remote control to select the first visual clue on the left. |
| You cannot hear the other sites | Your volume may be turned down too low. Push and hold down the volume increase button on the remote control.<br><br>The far end may have their mute feature on. Ask the far site to take themselves off mute. |
| The 'You have a video call. Would you like to answer?' message appears accompanied by ringing. | This means that the system has been placed in Manual Answer mode.<br><br>To accept the call, select the **YES** option.<br><br>Your system can be on 'manual answer mode,' or 'auto answer mode.' Please check with your technical support to make sure your system is set up properly for the NORTH Network. |
| Remote Control will not respond. | Make sure the remote control has a direct path to the camera or microphone. The remote control will not work if the view between the remote transmitter and the receiver is obstructed.<br><br>Check to ensure batteries are OK by replacing them with new ones. The remote control is powered by three AAA batteries. |

**If problem persists, contact NORTH Network Support Services 1-866-480-CALL (2255).**